ASR Consultative Model for Transforming Administrative Processes

Phase 1: Documentation of current process (e.g., adviser assignment)

ASR Business Analysts are charged by project sponsors.

ASR Business Analysts meet with a broad range of post-baccalaureate representatives from departments, colleges, and the Graduate School to map the current process.

ASR begins to identify possible areas for process improvement, new business requirements/policies, and new process stakeholders.

Phase 2: Process advisory group is convened

This group will be consulted throughout the analysis process.

ASR creates a small advisory group of process stakeholders and Graduate School representatives.

The advisory group's role is to review and provide feedback on ASR's initial findings, requirements, assumptions, and the proposed new process.

Phase 3: Large group consultation

Survey
ASR conducts a survey of staff and/or faculty members who will use the new process.

The survey is intended to verify ASR's assumptions and provide issue clarity when needed.

Town hall meeting (if necessary)
If survey results show a significant lack of consensus or concerns regarding ASR's finding, a town hall meeting will be called for survey respondents so additional information can be gathered.

Registrar's Advisory Committee (RAC)
RAC members are routinely updated and consulted throughout the analysis; RAC discussions provide an open forum for any party interested in a given process.

Phase 4: Decision making

Recommendations are presented to project sponsors.